

## TOWN OF MANCHESTER

## JOB DESCRIPTION FORM

<b>Date:</b>	June 4, 2014		
<b>Title:</b>	Human Resources & Operations Administrator	<b>Department:</b>	Town Manager's Office
<b>Supervisor:</b>	Town Manager	<b>Employee:</b>	

## General Summary

The Human Resources and Operations Administrator (herein referred to as Administrator) is a management level position reporting to the Town Manager. The Administrator is responsible for managing the Operations Division, located within the Town Manager's Office, and is responsible for overseeing the accounts payable, payroll and procurement processes. The position of Administrator requires management level skills including knowledge of government and/or business including human resources, operations, finance and/or zoning.

## Knowledge, Skills and Abilities Required

- Not less than five (5) years successful experience in business and/or government management that demonstrates increasing responsibility.
- Bachelor's degree in related field is required but candidates will be considered on overall experience, qualifications, education and training. Master's degree in related field is preferred but not required.
- Ability to produce timely, accurate and thorough work products and ability to learn procedures and new tasks quickly.
- Ability to communicate effectively – written, interpersonal and oral.
- Ability to work positively and effectively with other Town departments, personnel and outside organizations.
- Ability to excel in a team oriented, customer-driven environment, but able to work independently under general supervision; ability to delegate duties while providing appropriate supervision; possess strong motivational, mentoring, employee development and leadership skills, as well as ability to build consensus.
- Some knowledge of information management and technology; proficient in use and management of computer hardware and software and ability to work closely with technology vendors.
- Knowledge and ability to develop well thought-out and detailed operating and capital budget plans and related documents.
- Ability to manage short-term and long-term management projects, including capital projects, and draft reports summarizing findings and making recommendations.
- Ability to lead and manage employees effectively under stressful conditions.
- Ability to manage information that is confidential in nature (including information that is confidential by State and federal laws and regulations).
- Ability to handle complex issues and research and analyze information and data; ability to translate into concise documents that make recommendations and draw conclusions.
- Ability to interpret, analyze and comply with town, state and federal laws and regulations.

## Duties and Responsibilities

### OPERATIONS DUTIES:

- Supervise the Operations Division within the Town Manager's Office, including Operations Managers.
- Oversee and provide administrative support to the Town Manager and department heads; including routine office duties such as filing, typing, preparing mails, returning phone call, taking message, database management, etc.
- Assist the Town Manager with information technology projects, including working with vendors, to ensure the proper and effective operation of the Town's assets and resources.
- Provide appropriate supervision of the Division's Operations Managers in the following functions: Town Report production, facility and fleet management, management of Town insurances (including liability insurance), management of the Town owned cemetery, accounts receivable and related billing, processing of permits and other tasks assigned to the Operations Managers and Operations Division.
- Manage property tax, and water and sewer utility collections under the supervision of the Town Manager (tax collector).
- Provide appropriate supervision of weekly accounts payable process (function generally performed by Operations Managers).
- With assistance from Operations Managers, oversee and manage the Town's procurement process.

### ACTING ZONING ADMINISTRATOR DUTIES:

- Serve as the appointed *acting* Zoning Administrator (in conjunction with Zoning Administrator).
- Position is required to attend Development Review Board meetings and other meetings at the request of the Director of Zoning and Planning or chair of the board.
- Under the direction of the Director of Zoning and Planning (who serves as the Zoning Administrator), the position is responsible for:
  - handling of most so-called administrative permits under the supervision of the Director of Zoning and Planning in compliance with the limitations of the zoning bylaws and other applicable laws, ordinances and regulations;
  - assist landowners and interested parties with required forms and provide timely and accurate information about local permit requirements;
  - process, file and record all paperwork associated with zoning and planning functions;
  - keep accurate and timely records of activities, permits and other paperwork associated with zoning and planning;
  - zoning enforcement;
  - interpret the Town's zoning bylaws, Town Planning, regulations and ordinances and State law;
  - approval of temporary sign permits; and,
  - other administrative duties assigned by the Director of Zoning and Planning.

### HUMAN RESOURCES ADMINISTRATOR DUTIES:

- Serve as the Town's primary human resources administrator under the direction of the Town Manager.
- Oversee recruitment of Town employees under the direction of the Town Manager, and draft job descriptions as required.
- Manage employee benefits and assist employees with issues related to benefits and accurately, in a timely manner, answer questions from employees.
- Oversee, under the supervision of the Town Manager, employee relations and mediate disputes.
- Provide appropriate oversight of the bi-weekly payroll process (function generally performed by Operations Managers).
- Assist Town Manager in the implementation and management of Employee Handbook, union contract and other human resources documents and policies.
- Assist Town Manager in the development and management of overall training and safety programs.
- Along with Town Manager, serve as Town's HIPPA Officer.
- Assist Selectboard (and Town Manager) with appointments to Town boards and commissions.
- Ensure compliance with state and federal laws and regulations.
- Maintain up-to-date human resources files.

### **GENERAL OPERATIONS DUTIES:**

- Assist Town Manager with the operation of Town government; work collaboratively to further the goals of the organization and the community.
- Assist Selectboard and Town Manager in the promulgation and implementation of policies, ordinances, and regulations.
- Perform all special projects, tasks and studies as assigned by the Town Manager.
- Serve as Town public information officer and maintain requests for Town public records.
- Attend Selectboard meetings, unless otherwise excused by Town Manager, and produce minutes, agendas and other documents for meetings at the request of the Town Manager (or the Chair of the Selectboard).
- Attend other meetings as directed by the Town Manager.
- Submit all necessary and appropriate reports as required to the State of Vermont, the Federal Government or the Town Manager.
- Maintain accurate and timely records of all actions.
- Serve on any boards, commission or other groups appointed by the Selectboard or Town Manager.
- Serve as a member of the Town's emergency management team.
- Assist Town Manager in the development and implementation of operating and capital budget plans.
- Assist Town Manager and department heads with short-term and long-term planning.
- Assist Town Manager, Town Planner and other department heads with grant applications and grant management.
- Serve as the appointed Deputy Health Officer, and act whenever the Health Officer is unable to act.

### ***Working Conditions***

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. This position may occasionally supervise field-based employees and construction projects. While performing the duties of this job, the employee may work in outside weather conditions. The employee may occasionally work near moving mechanical parts; occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, cold, heat, and vibration. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Human Resources & Operations Administrator shall be able to:**

- Work in excess of 40 hours per week. As a department head, the Administrator is not eligible for compensatory time or overtime.
- Position is a management level position and requires a strong commitment, as well as attendance at evening meetings and some weekend work, including working during emergencies and natural disasters. This position is a "hands-on" position, and requires a strong work ethic and a "roll-up-your-sleeves" mentality and teamwork approach.
- Position is generally assigned to the Manchester Town Hall, although routine field work is required. Some travel outside of Manchester may be involved.
- Position is governed by the conditions of the Town's Employee Handbook and other related policies.
- Ability to tolerate moderate noise levels in the work environment.
- Ability to supervise field-based employees and construction projects.
- Due to access to cash and vulnerable populations, as a term of employment the final successful candidate must pass a criminal background check, character reference check, general background check and credit history check performed by Manchester Police Department and the Town Manager.

***Disclaimer***

This job description is not intended to be an exhaustive list of any and all duties performed by the incumbent. Managers may use discretion when assigning duties to employees in order to ensure that the Department’s responsibilities and duties are fulfilled. This document shall not be construed as an employment contract or agreement. All Town employees are considered employees at-will.

***Approvals***

_____	_____
Human Resources & Operations Administrator	Date
_____	_____
Town Manager	Date